

## **EXHIBIT 20**

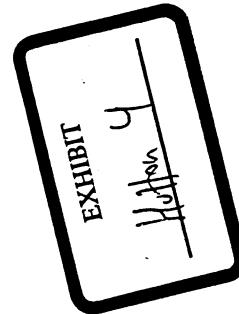
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Toshiba America Medical Systems, Inc.  
Historical Activity Report

WOR715 8/28/02 SERVICES CHESAPEAKE AREA  
DJONES 13:17:00  
Rollup Cost Center...: 4132 Effective Date Range.: 1/01/98 To Date...: 8/28/02  
Cost or List Price...: L  
Work Order Number....: SEG Number.....: 134080  
SMGID/Type.....: Customer....: Site.....: Modality....: Engineer....:  
Work Order Status....: Work Order Category...:  
Print Notes...: Y Report Option...: D Detail Report

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07/25/03

Rollup Cost Center...: 4132  
 Level1 Cost Center...: 4132  
 Area Cost Center....: 4132

Site Name	PROM Number	SEG #	Room Number	Work Order	Cat	Work Order Status
DIAGNOSTIC RESOURCE GROUP #OPART	134080	R-00077	325900	G	95	HISTORY NOT POSTED
Problem Description...: SYSTEM IS NOTING AN ERROR "CAN'T CREATE SIMM SEMAPHORE -NO SPACE LEFT ON DEVICE" (PW)						*** SEE NOTES ***
Date      Emp #    Engineer Name	Hours					
12/21/98    3930    LEHMAN, MICKEY						
	.00					

**Work Order Notes**  
**ENGINEER SAID PHONE FIX (EM)**

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 DIAGNOSTIC RESOURCE GROUP #OPART      134080      R-00077      327678      G      90 HISTORY POSTED  
 Problem Description...: MEMORY ERROR ON SH COMPUTER. (HD)

Date	Emp #	Engineer Name	Hours	Part In	Model Number	Serial Number	Qty
1/04/99	85802	STANSBURY, KENT	2.00				1
Labor	Part Out						
Hours	Model Number	Serial Number					
2.00							
1/05/99	85802	STANSBURY, KENT	2.00	Part In	Model Number	Serial Number	Qty
Labor	Part Out						1
Hours	Model Number	Serial Number					
2.00	078-100017-00			078-100017-00			

Parts Bill	+ Labor Bill	= Total Bill	Parts List	+ Labor List	+ Travel List	= Total List
			3,900.00	1,640.00	110.00	5,650.00

Work Order Notes  
 1-4. KENT.. ORDERED NEW SIMM MEMORY FOR SH COMPUTER. <DB>  
 1-5..KENT..INSTALLED NEW MEMORY MODULES AND  
 PERFORMED TEST SCANS. <DB>

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 DIAGNOSTIC RESOURCE GROUP #OPART      134080      R-00077      330240      G      90 HISTORY POSTED  
 Problem Description...: PARTS ONLY <DB>

Date	Emp #	Engineer Name	Hours	Part In	Model Number	Serial Number	Qty
1/15/99	85802	STANSBURY, KENT	.00				1
Labor	Part Out						
Hours	Model Number	Serial Number					
.00	115-50518200-01			115-50518200-01			1
.00	YZZ3404-01			YZZ3404-01			4
.00	022-119328-00			022-119328-00			2
.00	090-100123-00			090-100123-00			1

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Rollup Cost Center...: 4132  
Overall Cost Center...: 4132  
Area Cost Center....: 4132

arts Bill + Labor Bill = Total Bill

Parts List	+	Labor List	+	Travel List	=	Total List
348.56				110.00		458.56

rk Order Notes  
115..KENT..PARTS ONLY <DB>

Site Name	PBOM Number	SEG #	Room Number	Work Order	Cat	Status
DIAGNOSTIC RESOURCE GROUP Problem Description...: ADDITIONAL SITE PROTOCOLS. (MD)	WOPART #OPART	134080 R-00077	330439 G	REQUESTED BY CUSTOMER FOR NEW MEMORIZE	G	95 HISTORY NOT POSTED
Date	Emp #	Engineer Name				
1/15/99	85802	STANSBURY, KENT				
			Hours			
			.00			

Work Order Notes

DIAGNOSTIC RESOURCE GROUP #0PART			134080 R-00077	336175 G 90 HISTORY POSTED
Problem Description...: UNABLE TO MOUNT MOD CARTRIDGE (HP)				
Date	Emp #	Engineer Name	Hours	
2/22/99	85802	STANSBURY, KENT	4.00	
ababor	Part Out			
hours	Model Number	Serial Number	Qty	Serial Number
4.00				
2/23/99	85802	STANSBURY, KENT	2.00	
ababor	Part Out			
hours	Model Number	Serial Number	Qty	Serial Number
2.00	078-501039-01		1	078-501039-01
2.00				088-799032-00
				1

Parts Bill	+	Labor Bill	=	Total Bill	=	Parts List 8,668.93	+	Labor List 2,460.00	=	Travel List 110.00	=	Total List 11,238.93
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**Work Order Notes**  
-22 NEW DRIVE DOA. UNABLE TO INSERT MOD INTO DRV  
. DOA (1) PART# 078-501039-01.  
-23 INSTALLED AND TESTED NEW MOD, DRIVE IS WORKIN  
OK. (HMP)

DIAGNOSTIC RESOURCE GROUP #OPART 134080 R-0077  
problem Description...: MOD DRIVE WILL NOT ACCEPT CARTRIDGE (TCS) 341425 G 90 HISTORY POSTED

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WORK715	8/28/02
DJONES	13:17:00
Rollup Cost Center...:	4132
Levell Cost Center...:	4132
Area Cost Center...:	4132
Date Emp # Engineer Name	
3/17/99 85802 STANSBURY, KENT	
Labor Part Out	
Hours Model Number	Serial Number
2.00 078-501039-01	

Parts Bill + Labor Bill = Total Bill

Parts List	+ Labor List	+ Travel List	= Total List
8,012.58	820.00	110.00	8,942.58

Work Order Notes  
3/17 KENT SAID: INSTALLED AND TESTED NEW MODE DRIV  
E. (EH)

Site Name	PBOM Number	SEG #	Room Number	Work Order Number	Cat	Work Order Status
DIAGNOSTIC RESOURCE GROUP	#OPART	134080	R-00077	346670	G	95 HISTORY NOT POSTED
Problem Description...:	SYSTEM WILL NOT BOOT MEMORY PARITY ERROR	(JS)				
Date	Emp #	Engineer Name	Hours			
4/12/99	85802	STANSBURY, KENT	.00			

Work Order Notes  
CANCEL PER KENT (TG)

DIAGNOSTIC RESOURCE GROUP	#OPART	134080	R-00077	349626	F	90 HISTORY POSTED
Problem Description...:	Allows interface thru filter panel so magnet temps can re-checked					
Date	Emp #	Engineer Name	Hours			
5/04/99	85802	STANSBURY, KENT	4.00			
Labor Part Out						
Hours Model Number	Serial Number	Qty	Part In	Model Number	Serial Number	Qty
4.00				FMI-RR027-01	T39975	1

Parts Bill + Labor Bill = Total Bill

Parts List	+ Labor List	+ Travel List	= Total List
1,640.00	110.00	110.00	1,750.00

Work Order Notes  
KENT 5/4: INSTALLED FMI RR2701  
(JS)5/7/99

DIAGNOSTIC RESOURCE GROUP	#OPART	134080	R-00077	352874	P	90 HISTORY POSTED
Problem Description...:	SCHEDULED PM./MB					

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W0R715            8/28/02  
DJONES            13:17:00

Rollup Cost Center...: 4132  
Level Cost Center...: 4132  
Area Cost Center...: 4132  
Date      Emp #      Engineer Name  
6/22/99    85802    STANSBURY, KENT

Hours	Part Out	Model Number	Serial Number	Qty	Part In Model Number	Serial Number	qty
5.00							
5.00							

Parts Bill	+ Labor Bill	= Total Bill	Parts List	+ Labor List	+ Travel List	= Total List
				2,050.00	110.00	2,160.00

Work Order Notes  
6/22 KENT - PERFORMED PH AND QA OF SYSTEM. (JAS) (FX)

Site Name	PROM Number	SEG #	Room Number	Work Order	Cat	Work Order Status
DIAGNOSTIC RESOURCE GROUP	#PART	134080	R-00077	356953	6	95 HISTORY NOT POSTED
Problem Description...: V2.5 SOFTWARE RELEASE						

Date      Emp #      Engineer Name  
6/03/99    85802    STANSBURY, KENT

Hours	Part In Model Number	Serial Number	qty
.00	078-501039-01		1

Work Order Notes  
11/26/99 PHONE FIX NO TIME(EM)

DIAGNOSTIC RESOURCE GROUP	#PART	WORKING	R-00077	359798	G	90 HISTORY POSTED
Problem Description...: MOD DRIVE NOT WORKING						

Date      Emp #      Engineer Name  
6/17/99    85802    STANSBURY, KENT

Hours	Part In Model Number	Serial Number	qty
.50	078-501039-01		1

Parts Bill	+ Labor Bill	= Total Bill	Parts List	+ Labor List	+ Travel List	= Total List
				205.00	110.00	8,327.58

Work Order Notes  
5/17/99 KENT: NEW MOD DRIVE WAS DOA RETURNED MOD T  
DUSTIN HQ. /MB

DIAGNOSTIC RESOURCE GROUP	#PART	TEMPERATURE IS AT 82 DEGREES	R-00077	362753	G	90 HISTORY POSTED
Problem Description...: TEMPERATURE ALARM.						
/AR						

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Toshiba America Medical Systems, Inc.  
Historical Activity Report

WORKS  
DJDONES 8/28/02  
Rollup Cost Center....: 4132  
Level Cost Center....: 4132  
Area Cost Center....: 4132  
Date Emp # Engineer Name  
7/05/99 85802 STANSBURY, KENT

13:17:00  
Labor Part Out  
Hours Model Number Serial Number Qty  
3.00

Parts Bill	+ Labor Bill	= Total Bill	Parts List	+ Labor List	= Travel List	Total List
				2,460.00	110.00	2,570.00

## Work Order Notes

ENGINEER IS CHECKING WITH MANAGEMENT TO SEE IF  
THEY ARE ON CREDIT HOLD (JS) 17:02  
7/7 KENT: FOUND ARCTIC CHILL NOT WORKING. COLD HEA  
D STOP DUE TO HIGH TEMP. WATER LINES. SYS IS DOWN  
AT THIS TIME. NO SERVICE CALL PLACE FOR ARCTIC  
CHILL DUE TO CUST. ISSUE./TP

Site Name	PBOH Number	SEG #	Room Number	Work Order	Cat	Work Order Status
DIAGNOSTIC RESOURCE GROUP	#OPART	134080	R-00077	362786	G	95 HISTORY NOT POSTED
Problem Description...: AUXILIARY AND TEMPERATURE ALARM RECEIVED AND DISABLED (EM)						

Date	Emp #	Engineer Name	Hours
7/05/99	68697	PHILLIPS, JEFF	.00
7/05/99	85802	STANSBURY, KENT	.00

## Work Order Notes

7/5 2127 PDT: JEFF SAID EARLIER CALL KENT AND HIS  
MANAGER ARE HANDLING THIS WITH THE CUSTOMER.LEAVE  
VMF OR KENT. (EM)  
LEFT URGENT VM FOR KENT (EM)  
7/5 036 EDT KENT VM'D HE GOT VMA ND HE'S HANDLING I  
T (EM)  
ENGR : DUPLICATE CALL (EM)  
ENGR : DUPLICATE CALL (EM)

Site Name	PBOH Number	SEG #	Room Number	Work Order	Cat	Work Order Status
DIAGNOSTIC RESOURCE GROUP	#OPART	134080	R-00077	362840	G	95 HISTORY NOT POSTED
Problem Description...: TEMPERATURE ALARM EMERGENCY. (MD) ** DISABLE ALARM **						

Date	Emp #	Engineer Name	Hours
7/06/99	85802	STANSBURY, KENT	.00

Work Order Notes  
10:21 AUX ALARM, HELP IS NEEDED IMMEDIATELY. (MD)  
DISABLE ALARM

00100

WORK715 8/28/02  
DJONES 13:17:00  
Rollup Cost Center...: 4132  
Levell Cost Center...: 4132  
Area Cost Center...: 4132  
Work Order Notes  
1015 REC'D AUX. AND TEMP. WAS ABLE TO DISABLE ALAR  
M./TP  
CANCELL PER KENT (TG)

Toshiba America Medical Systems, Inc.  
Historical Activity Report

Site Name PBOM Number SEG # Room Number Work Order Cat Work Order Status  
DIAGNOSTIC RESOURCE GROUP #OPART 134080 R-00077 362862 G 95 HISTORY NOT POSTED  
Problem Description...: AUX. AND TEMP ALARM. WAS ABLE TO DISABLE ./TP  
Work Order Notes \*\*PRIMARY & A DOWN SITE, REFER CALLS TO 2NDARY\*\*  
CANCEL AS DUPLICATE PER TERRY./TP

DIAGNOSTIC RESOURCE GROUP #OPART 134080 R-00077  
Problem Description...: Mini TCM/TXI retrofit. \*\*\*\* ATTENTION ASSIST! PLEASE DEBRIEF  
THE RMA NUMBER IN THE CLOSING COMMENTS. THANKS! \*\*\*\*  
Date Emp # Engineer Name Hours  
7/28/99 85802 STANSBURY, KENT .00

DIAGNOSTIC RESOURCE GROUP #OPART 134080 R-00077  
Problem Description...: DE-INSTALLATION OF OPART (R-77).  
379790 I 90 HISTORY POSTED

Date	Emp #	Engineer Name	Hours	Part In	Part Out	Serial Number	Qty
9/20/99	85802	STANSBURY, KENT	8.00				
	Labor	Part Out					
	Hours	Model Number					
9/21/99	85802	STANSBURY, KENT	6.50				
	Labor	Part Out					
	Hours	Model Number					
		Serial Number					

Parts Bill + Labor Bill = Total Bill Parts List + Labor List 5,945.00 = Total List 6,055.00  
Work Order Notes  
KENT 9/20-9/21:  
PERFORM DE-INSTALL OF OPART SYSTEM  
(JS) 9/29/99 (FAX)

-evelle Cost Center Totals.....: 4132  
Parts Bill + Labor Bill = Total Bill .00  
Parts List 28,942.65 + Labor List 17,220.00 = Total List 47,152.65  
1111

WORKS  
8/28/02  
D.JONES  
13:17:00  
Final totals  
Parts Bill + Labor Bill = Total Bill  
.00 .00 .00  
\*\* END OF REPORT \*\*

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Parts Bill + Labor Bill = Total Bill  
28,942.65 + 17,220.00 = 47,152.65

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